

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3111

ANSWERED ON:18.12.2008

RAILWAY TRAVEL AGENTS

Singh Deo Smt. Sangeeta Kumari;Thummar Shri Virjibhai

Will the Minister of RAILWAYS be pleased to state:

- (a) the norms/criteria for appointment of Railway Travel Agents;
- (b) the number of agents whose appointment have been cancelled due to non-compliance of the rules;
- (c) whether incidents of biased approach have been noticed in the appointment of the said agents;
- (d) if so, the reaction of the Railways thereto; and
- (e) the corrective steps taken by the Railways in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(DR. R. VELU)

- (a) Rail Travellers' Service Agents (RTSAs) are appointed as per provisions of Authorization of Rail Travellers' Service' Agents(RTSAs) Rules, 1985.
- (b) During the year 2008-09(till November) licenses of 4 RTSAs have been cancelled for not following provisions of RTSA Rules, 1985.
- (c) No such incidence has been reported in recent past.
- (d) & (e) Do not arise.